



## **Welcome to Our School Community!**

### **Your Guide to Getting in Touch and Staying Connected with BVPS**

Welcome to our school community! We're delighted to have you with us and are always here to help if you have any questions or worries. Whether you're looking for general information, need help with finance matters, or have any other queries, just drop us an email at **[office@burscough-pri.lancs.sch.uk](mailto:office@burscough-pri.lancs.sch.uk)**. Our friendly office team aims to get back to you within three working days, making sure your message reaches the right person quickly.

If you're concerned or have questions about your child's learning, wellbeing, or behaviour, the best person to talk to is their teacher. They know your child best and are always happy to help. You can have a chat with them at lunchtime or at the end of the school day when they have time to listen and support you.

If it's an emergency, please give us a call. But do note that we're not always able to answer straight away. If you can't get through, just leave a voicemail and we'll ring you back as soon as we can.

All emails and letters from us will be sent using the School Gateway app to the main email address you've given us. This helps us keep you updated quickly and easily.

Please remember, we don't monitor our social media during the school day, and we can't answer messages outside of school hours. If you need a quick response, please use email instead.

Thank you so much for helping us follow these simple guidelines—they really do make it easier for us to support every pupil and family. If you have any questions at all, please don't hesitate to reach out. We're always here to help!

## **How to Get in Touch: Step-by-Step Guide**

- **Pupil-Related Queries:** Talk directly with your child's teacher first about learning, wellbeing, or behaviour. The teacher is your best point of contact and will support you. Try to catch them at the end of the day.
- **General or Finance Questions:** [office@burscough-pri.lancs.sch.uk](mailto:office@burscough-pri.lancs.sch.uk) for anything else. The team will reply within three working days
- **Emergencies:** Only call for urgent matters. Please leave a voicemail if we can't answer straight away.
- **School Messages:** We'll send all important updates to your main email via the School Gateway app.
- **Social Media:** We don't check messages on social media during the school day or outside school hours. Please use email for urgent or important matters.

## **Our Parent Communication Charter**

We believe in working together for the benefit of every child. Here's how we make sure your voice is heard:

1. If your concern is about your child's classroom or break time, please speak to their teacher first. Face-to-face is best, but we can set up a call if needed.
2. Teachers are busy teaching during the day, so replies may take a little time.
3. For anything else, our office staff will either help you directly or make sure your message goes to the right person.
4. Urgent matters? Please call the school office or speak to a staff member at the school gate. **Safeguarding and safety concerns** will always be handled by a senior leader.
5. We aim to respond to all queries within three working days.
6. Please keep all communication respectful and constructive. Kindness makes everything easier!
7. If you'd like to make a formal complaint, please follow our complaints procedure on the school website.

### **🔴 Quick Reminders 🔴**

- If you email us, you'll receive an automatic reply, so you know we have your message.
- Face-to-face or phone chats often sort things out faster than emails. Let us know if you'd like to arrange a call!
- Our biggest priority is always your child's wellbeing and safety.

We truly value your support, patience and understanding as we work together. Our aim is to make school a safe, happy and supportive place for every child and family. If you need anything, just ask, we're always happy to help!

## **Contact Overview**

<b>Type of Query</b>	<b>Who to Contact</b>	<b>How</b>
General or finance questions	School office team	Email: office@burscough-pri.lancs.sch.uk
Child's learning, wellbeing or behaviour	Class teacher	Speak at the end of the school day or arrange a meeting via the school office
Urgent/safeguarding matters	Senior staff	Call the school office or speak at the school gate